



TASK ORDER

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Modification P00001

ASSIST 2 Modernization and Maintenance (M&M) Services

in support of:

General Services Administration (GSA) Information Technology (IT)

Issued to:

ICF Incorporated, LLC

**Under the General Services Administration (GSA) Alliant 2 Governmentwide Acquisition
Contract (GWAC)
Multiple Award Contracts**

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SECTION C – PERFORMANCE WORK STATEMENT

C.1 BACKGROUND

The General Services Administration (GSA) Federal Acquisition Service (FAS) provides Federal agencies with a wide variety of information technology (IT) and professional services solutions through FAS' portfolios, including the Office of Assisted Acquisition Services (AAS), Office of Information Technology Solutions (ITS), and General Supplies and Services (GS&S). This level of support includes, but is not limited to, assisting agencies with the definition of technical requirements, engineering solutions, integration of systems and technologies, and providing life-cycle management for its IT systems.

As part of the FAS AAS value proposition, AAS ensures that the following are met:

- a. Total compliance in acquisition, project, and financial management which reduces client acquisition and financial risk allowing program managers to concentrate on mission success.
- b. Full financial compliance and funds expenditure reporting.
- c. Contract performance monitoring and reporting.
- d. Acquisition guidance and compliance with all FAR and agency regulations.

ITS delivers value to customers through its portfolio of complementary IT acquisition programs that:

- a. Consistently deliver quality IT products, systems, services, and acquisition support to customers when, where, and how they need them.
- b. Reduce potentially duplicative customer acquisition efforts, allowing them to focus their increasingly limited resources on their core missions.
- c. Provide customers with products and services at better prices than they could obtain individually.

GS&S offers unique and customized solutions for Federal customers' complex needs. Acquisition Operations (AO) under GS&S manages the One Acquisition Solution for Integrated Services (OASIS) program for customers requiring complex professional services across multiple core disciplines. GS&S includes Personal Property Management, including the Integrated Workplace Acquisition Center (IWAC).

In support of these missions, the Office of GSA IT manages ASSIST 2. On May 20, 2021, ASSIST 2 went "Go Live" and is GSA AAS's new financial management and acquisition system that replaced the legacy Regional Business Applications (RBA) and National Business Applications (NBA) systems. ASSIST 2 will support GSA's financial management and acquisition activities and will be used by over 24,000 contractors, 6,000 Government clients, and 1,400 GSA users. Selected business functions have been converged from legacy systems into ASSIST 2 as shown in the ASSIST 2 Architecture in Figure 1.

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ASSIST 2.0 Architecture

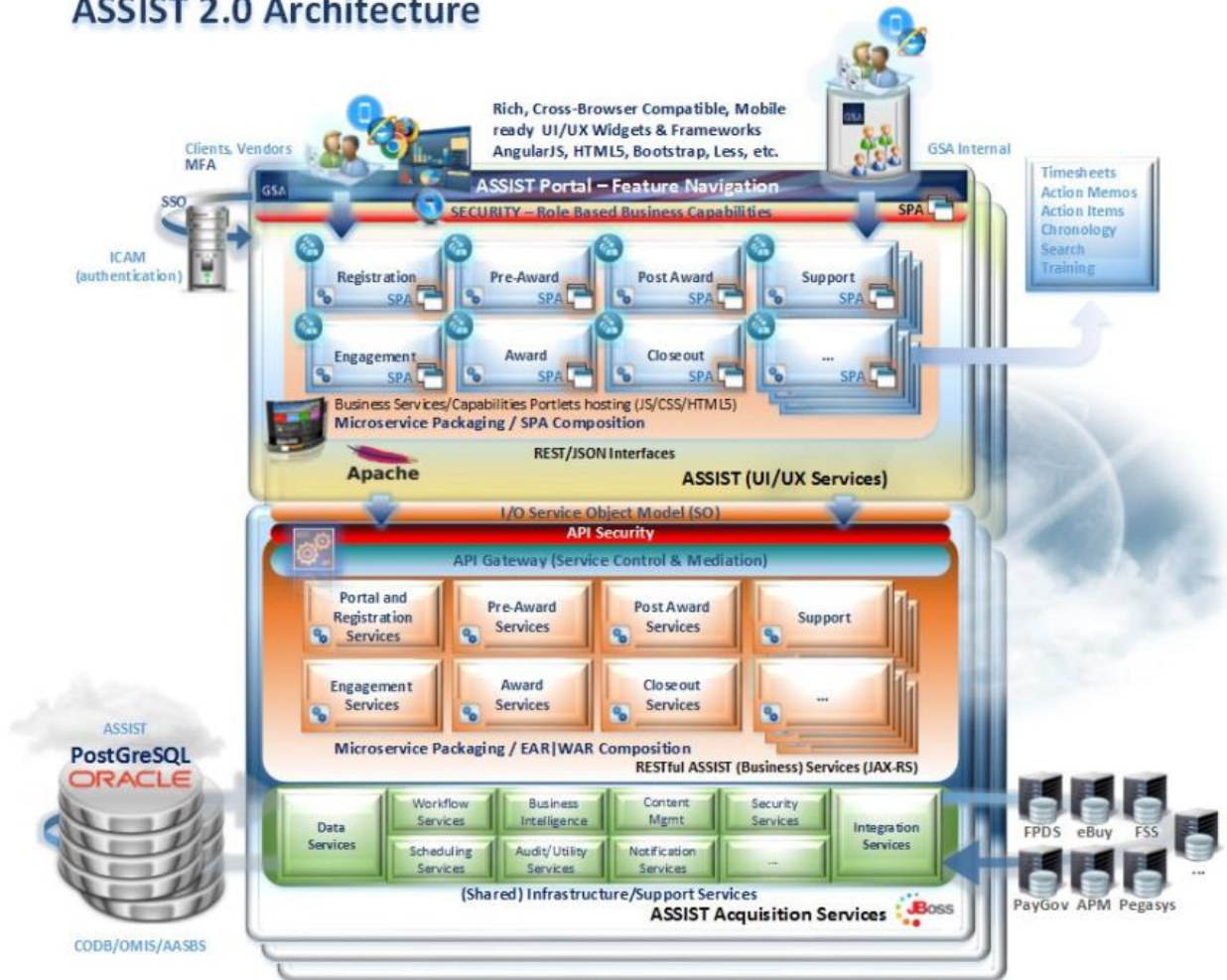


Figure 1

ASSIST 2 will provide:

- A single workflow for an entire portfolio regardless of which GSA organization is providing the support.
- Significant usability improvements (e.g., search, navigation, data-entry, drag-and-drop for file upload) have been included and the resolution of many long-standing challenges have been achieved.
- A new underlying technology platform that enables continued business growth and mitigates risks from legacy technologies.

The converged ASSIST 2 system delivers a standardized, compliant, integrated, and streamlined experience to GSA and its stakeholders. ASSIST 2 replaced the IT-Solutions Shop (ITSS), Integrated Task Order Management System (ITOMS), and Contract Payment Reporting Module (CPRM) under RBA, and the Tracking and Ordering System (TOS) and Online Management Information System (OMIS) under NBA. OMIS was part of the NBA until the functionality was moved in January 2016 onto the older ASSIST platform.

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For the first time, all financial management and contract reporting functionality GSA AAS-wide, to include GSA Central Office and all Regional Offices are provided under a single, modernized ASSIST 2 platform.

C.1.1 PURPOSE

The purpose of this requirement is to provide modernization and maintenance (M&M), enhancement, and operations and maintenance (O&M) services for the new ASSIST 2 system and its stakeholders.

ASSIST 2 provides a single business process and view of acquisition and financial data that facilitates GSA's value proposition to GSA and its stakeholders.

C.1.2 AGENCY MISSION

GSA's mission is to deliver the best value in real estate, acquisition, and technology services to the Federal Government and the American people. GSA IT Services provides GSA with strategic and tactical IT business solutions to enable GSA to effectively serve its customers. The IT solutions must align with the business portfolio's needs and mission to be effective and flexible enough to support the changing business environment.

The ASSIST 2 M&M TO will ensure that these best value services are delivered efficiently and in a timely manner by providing accurate, timely, and complete financial management and contractual information to GSA and its stakeholders in accordance with all Federal Government and GSA-specific standards and guidelines to meet its fiduciary responsibility to U.S. citizens.

C.2 SCOPE

The scope of this requirement includes program and applications management, business analysis, Development, Modernization, and Enhancements (DM&E), and O&M services for ASSIST 2 to ensure that current and future supported FAS AAS portfolio business, acquisition, and financial goals are met and comply with Federal and GSA fiduciary and regulatory requirements. The scope includes providing information assurance services and identifying, for Government consideration, emerging technologies and tools that could be implemented to improve ASSIST 2. The coordination and collaboration of remote testing ASSIST 2 systems in GSA's data center in Mississippi is within the scope of this TO. Local and long-distance travel within the continental U.S. shall be required under the ASSIST 2 M&M TO.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

The Assisted Acquisition Services Business Systems (AASBS) was comprised of three interdependent business systems: ASSIST, RBA, and NBA. On May 20, 2021, AAS strategically combined common functionalities from the legacy RBA and NBA systems into ASSIST 2, thereby creating a single business process and view of acquisition and financial data for GSA and its stakeholders. TOR Attachment S provides historical background and functionality of the NBA and RBA legacy systems that were converged into the ASSIST 2 platform.

C.3.1 ASSIST 2 PLATFORM

ASSIST 2 provides all aspects of standardized TO and delivery management. ASSIST 2 provides a single business process and view of acquisition and financial data providing value and savings

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to GSA. This value is further enhanced as loosely coupled services that can be further shared across the GSA enterprise.

The ASSIST 2 platform delivers acquisition excellence and streamlined operations while enabling compliance activities. The ASSIST 2 platform is a centralized series of consumable web services and data store that eliminates duplication and redundancies in AAS systems and enables GSA users, clients, and industry partners to manage business activities in an automated fashion.

C.3.2 CURRENT STATE OF ASSIST 2 PLATFORM

The ASSIST 2 platform went “Go Live” on May 20, 2021, with the following functionality:

ASSIST 2 Portal - The ASSIST 2 Portal provides standard menu navigation and common user experience regardless of user role or legacy system access. Real-time dashboards provide all users with on-demand expanded data retrieval capabilities. A shared portal allows for communication of key system events and training to be promulgated seamlessly.

Consolidated Registration - The goal of this project was to centralize the registration for the AASBS applications in order to facilitate users having a single user account for accessing ASSIST. Registration allowed for the convergence and standardization of client organizations and agency designations, and the introduction of the client for NBA access and workflow participation. Consolidating registration simplified the user experience and empowered them with more self-service functionality.

Central Invoicing Service (CIS) - The goal of the Central Invoice Service (CIS) project was to centralize the invoice processes for the AASBS applications in order to facilitate a common invoicing experience for AAS contractors, as well as a common review/acceptance experience for AAS clients and GSA Project Managers (PMs). Users utilize a common, central tool for invoice submission and processing irrespective of program affiliation. Invoice processing for CIS exceeds over 20,000 annually.

C.4 OBJECTIVE

The objective of the TO is to ensure that the new ASSIST 2 system remains operational, provides required functionality to its stakeholders, and system enhancements are properly planned, tested, and implemented to improve efficiency, ensure security, and comply with regulatory guidance and regulations.

Functionality objectives include, but are not limited to:

- a. Ensure ASSIST 2 is the single, integrated, flexible, and compliant systems solution for assisted acquisition across GSA.
- b. Ensure systems functionality is operational in ASSIST 2.
- c. Maintain and support real-time, integrated, and compliant ASSIST 2 functionality and IT for all users, clients, and industry partners.
- d. Ensure compliance throughout the acquisition lifecycle.
- e. Integrate end-to-end electronic procurement with end-to-end financial management.
- f. Incorporate and leverage current and future enterprise solutions (eBuy), System for Award Management (SAM), Electronic Content Management System (ECMS), BAAR, Standard Acquisition Interface (SAI), Pegasys, and EASi).

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- g. Deploy modular functionality that has high reuse potential with an intended end-state of a series of ‘shared-services’ (common business and system functions) available to other GSA applications.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS).

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at the location approved by the Government (Section F, Deliverable 02). The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting shall provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include the contractor’s Key Personnel, the GSA Technical Point of Contact (TPOC), other relevant Government personnel, the FEDSIM CO, and the FEDSIM COR.

At least three days prior to the Project Kick-Off Meeting, the contractor shall provide a Project Kick-Off Meeting Agenda (Section F, Deliverable 01) for review and approval by the FEDSIM COR and the GSA TPOCs prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. Points of Contact (POCs) for all parties.
- b. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
- c. Project Staffing Plan and status.
- d. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs)).
- e. Financial reporting and invoicing requirements.
- f. Baseline Quality Management Plan (QMP) (Section F, Deliverable 03).
- g. Quality Assurance Surveillance Plan (QASP) (Section J, Attachment R).
- h. Review of Service Level Agreements (SLAs) (Section J, Attachment Q).

The Government will provide the contractor with the number of Government participants for the Project Kick-Off Meeting, and the contractor shall provide copies of the presentation for all present.

The contractor shall draft and provide a Project Kick-Off Meeting Minutes Report (Section F, Deliverable 04) documenting the Project Kick-Off Meeting discussion and capturing any action items.

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C.5.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment D) (Section F, Deliverable 05). The MSR shall include the following:

- a. Activities during the reporting period, by task (include ongoing activities, new activities, and activities completed, and progress to date on all above-mentioned activities). Each section shall start with a brief description of the task.
- b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- c. Personnel gains, losses, and status (security requirements, etc.).
- d. Government actions required.
- e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- f. Service Level Agreement (SLA) performance.
- g. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for the reporting period).
- h. Cost incurred by CLIN.
- i. Accumulated invoiced cost for each CLIN up to the previous month.
- j. Projected cost of each CLIN for the current month.

C.5.1.3 SUBTASK 3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor Program Manager (PM) shall convene a monthly Technical Status Meeting with the GSA TPOCs, FEDSIM COR, and other Government stakeholders (Section F, Deliverable 06). The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR (Section F, Deliverable 07).

C.5.1.4 SUBTASK 4 – PREPARE AND UPDATE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP and shall provide it to the Government (Section F, Deliverable 08).

The PMP shall:

- a. Describe the proposed management approach.
- b. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
- c. Include milestones, tasks, and subtasks required in this TO.
- d. Provide for an overall Work Breakdown Structure (WBS) with a minimum of three levels and associated responsibilities and partnerships between Government organizations.
- e. Describe in detail the contractor's approach to risk management under this TO.
- f. Describe in detail the contractor's approach to communications, including processes, procedures, format, and other rules of engagement between the contractor and the Government.

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- g. Include the contractor's QMP.

The PMP is an evolutionary document that shall be updated annually at a minimum and as project changes occur. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.5 SUBTASK 5 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report (Section F, Deliverable 09) when the Travel Authorization Request is submitted (Section J, Attachment J). The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and Point of Contact (POC) at travel location. Trip Reports (Section J, Attachment E) shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained.

C.5.1.6 SUBTASK 6 – PROVIDE QUALITY MANAGEMENT

The contractor shall identify and implement its approach for providing and ensuring quality throughout its solution to meet the requirements of the TO. The contractor shall provide a Baseline QMP at the Project Kick-Off Meeting and maintain and update it as changes in the program processes are identified. The contractor's QMP shall describe the application of the appropriate methodology (i.e., quality control and/or quality assurance) for accomplishing TO performance expectations and objectives. The QMP shall describe how the appropriate methodology integrates with the Government's requirements.

C.5.1.7 SUBTASK 7 – IMPLEMENT TASK ORDER TRANSITION-IN

The contractor shall conduct TO transition-in activities in accordance with its proposed transition approach included in its written technical proposal. The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall implement its transition-in within three calendar days after TO award, and all transition activities shall be completed seven calendar days after Project Start (PS).

C.5.2 TASK 2 – TASK ORDER TRANSITION-OUT

The contractor shall provide transition-out services when required by the Government. The Transition-Out Plan (Section F, Deliverable 10) shall facilitate the accomplishment of a seamless transition from the incumbent to incoming contractor at the expiration of the TO. The contractor shall cooperate with the GSA and successor contractor (if any) during transition-out support, including, but not limited to the coordination of transition-out/transition-in schedules and the export of GSA data from ASSIST 2 to the successor contract. The contractor shall provide an initial Transition-Out Plan for Government approval within three months of PS. The contractor shall review and update the Transition-Out Plan in accordance with the specifications in Sections E and F.

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. POCs.

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- c. Location of technical and project management documentation and repositories.
- d. Data extraction to include transfer of Government Furnished Equipment (GFE) to the Government.
- e. Status of ongoing technical activities and initiatives.
- f. Help desk phone system detail and service desk tools to continue the current system.
- g. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- h. Transition of Key Personnel roles and responsibilities.
- i. Transition of current work in progress/backlog. Schedules and milestones (e.g., bug releases, minor enhancement releases, security vulnerability remediation).
- j. Knowledge transfer on the established installation, operation, and maintenance procedures of the technologies supported (e.g., written documentation, manuals, formal classroom type training, one-on-one training sessions, etc.).
- k. Transition of accounts (e.g., user accounts and user access).
- l. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out. No additional costs or fees shall be imposed on the Government for transition-out support including but not limited to decommissioning the Government's account, severance/benefits costs for displaced employees, transfer of ASSIST 2 data and profiles, and de-installation or removal of other equipment or technology.

The contractor shall begin execution of its Transition-Out Plan NLT three months prior to expiration of the TO.

C.5.3 TASK 3 – PROVIDE SYSTEMS DEVELOPMENT, MAINTENANCE, AND ENHANCEMENTS (DM&E)

The contractor shall provide systems DM&E services under the GSA M&M TO. The contractor shall perform the following activities:

- a. Perform DM&E using an Agile methodology.
- b. Perform the following system analysis tasks:
 - 1. Obtain functional requirements.
 - 2. Identify existing systems within FAS and/or GSA that could meet the requirement and be effectively integrated into the existing supported environments.
 - 3. Determine the impact on existing systems supported by this TO.
 - 4. Coordinate meetings with project stakeholders.
 - 5. Develop enterprise and industry contacts in order to elicit feedback.
 - 6. Document results and findings, providing recommendations on systems integration and standardization.
 - 7. Identify courses of action.
 - 8. Inform the Government of the impact of new requirements on the existing baselines.
- c. Provide documentation for software development and product releases (processes, procedures, designs, code artifacts, and/or policies) (Section F, Deliverable 11).

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- d. Ensure that all design changes are interoperable with the most current and future planned infrastructure.
 - 1. The supported systems architecture is a shared responsibility between the team supporting this TO and other organizational groups within GSA-IT.
- e. Ensure integration and complete interoperability of all current and future software and hardware.
- f. Effectively manage complex business rules.
- g. Include provisions for continuous technological improvement that will maximize opportunities for product improvement available from emerging technological advances in the commercial marketplace.
- h. Design, test, deploy, and transition to O&M.
- i. Perform system unit, integration, regression, performance/load, and acceptance testing for supported applications.
- j. Provide and use automated testing tools.
 - 1. Coordinate closely with the Government on the proposed use of automated tools under the TO.

The Government estimates two major DM&E features per year and one to two minor features per year. A major feature is defined as one with 500+ user stories. A minor feature is defined as one with less than 500 user stories.

Business line and GSA-IT governance processes will be used to identify specific features for execution.

C.5.4 TASK 4 - PROVIDE O&M SERVICES FOR SUPPORTED APPLICATIONS

The contractor shall perform the following O&M services:

- a. Provide technical and registration Service Desk support (all tiers) for system users.
- b. Provide ongoing customer interface, coordination, planning, and support to ensure services and products are satisfactorily tested and delivered.
- c. Provide and maintain documentation of systems requirements, configuration, engineering, etc. to the Government as required (Section F, Deliverable 12).
- d. Provide support for new requests to test new software or hardware.
 - 1. Maintain inventory and software and hardware licenses.
- e. Plan and implement software and system solutions (i.e., fixes) as identified by the Government, complying with GSA IT processes and guidelines.
 - 1. Support change releases (e.g., software fixes, infrastructure changes, or InfoSec-required remediation changes).
- f. Maintain and utilize the Government provided integrated testing environments including Operating Systems, Oracle databases, and application servers.
- g. Provide a development environment (e.g., preferred target environment is FCS).
- h. Ensure integration and complete compatibility of all current and future infrastructure commercial off-the-shelf (COTS) software.
- i. Provide document updates and revisions, as required (e.g., processes, procedures, code artifacts, and/or policies) (Section F, Deliverable 13).

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- j. Document the functions of interfaces/services in a System Interface Report (Section F, Deliverable 14).
- k. Perform system unit, integration, regression, performance/load, and acceptance testing for maintenance fixes and releases.
- l. Provide and use automated testing tools.
 - 1. Coordinate closely with the Government on the proposed use of automated tools under the TO.
- m. Configure the network versions of operating systems and database software, and establish and enforce database security and auditing procedures including encryption for data at rest and in transit.
- n. Provide training to end-users designated by the Government using Government-provided training documentation and programs.
 - 1. The Government estimates three to four classes annually for new functionality training sessions.
 - 2. Online modules for new users and new employees.
 - 3. Ad hoc training when requested.
 - 4. Local and long-distance travel expected.
- o. Provide special and recurring Data Reports (Section F, Deliverable 15) using Business Intelligence and Reporting Tool (BIRT).
 - 1. Maintain Document Repository.
 - 2. Support approximately 125 recurring reports that are run and delivered on a daily, weekly, or monthly basis. There are, on average, 25 special report requests monthly.

C.5.5 TASK 5 - PROVIDE BUSINESS ANALYSIS/EMERGING TECHNOLOGY

The contractor shall provide business analysis services and emerging technology recommendations under the M&M TO. The contractor shall perform the following services:

- a. Work with GSA stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions.
 - 1. Evaluate requests or initiatives.
 - 2. Perform a feasibility review, impact analysis, and Rough Order of Magnitude (ROM) estimate.
- b. Present recommendations for feasible use of emerging technologies, automated tools, and methodologies to improve efficiency to the Government. At its discretion, the Government will consider contractor recommendations for further evaluation and possible testing for the appropriate system or application.
- c. Demonstrate Government-approved emerging technology solutions, potential risks, and risk mitigations to GSA and other appropriate stakeholders.

C.5.6 TASK 6 - PROVIDE INFORMATION ASSURANCE SERVICES

The contractor shall provide information assurance services under the M&M TO. The contractor shall use the National Institute of Standards and Technology (NIST) information assurance

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publications as an industry best-practice guide and comply with all GSA policies and procedures related to information security.

The contractor shall perform the following information assurance services:

- a. Provide security engineering support in accordance with the Government policies and framework. The contractor shall support all agency-specific security initiatives.
- b. Support the GSA-IT InfoSec team in conducting all applicable scans and vulnerability assessments and implement fixes for all vulnerabilities identified in accordance with GSA IT timeframes.
- c. Provide Residual Risk Documentation (Section F, Deliverable 16) and updates for the Plan of Action and Milestones (POA&M) as appropriate following scans and assessments.
- d. Ensure the systems meet all requirements for certification and provide support to achieve all activities associated with the GSA Assessment and Authorization (A&A) process.
- e. Coordinate with the O&M and Infrastructure team to ensure COTS and other support software is current and compliant with current InfoSec policies.
- f. Provide input to the Government in support of required POA&M submissions indicating identified risks to allow the Government appropriate remediation and mitigation through the POA&M process.
 1. The ASSIST 2 program participates in the GSA IT Continuous Monitoring Program. Results of scans are delivered to the program weekly. The Government estimates three to eight Critical, High, or Medium findings occur in a month. Of those, one to four are Critical or High findings. These findings are captured as change requests and evaluated as part of the O&M change backlog prioritization process.
 2. The GSA standard is that technical vulnerabilities rated Critical or High are remediated within 30 calendar days and vulnerabilities rated medium or below are remediated within 90 calendar days unless otherwise directed by the Government.
- g. Design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with legislation, regulation, and technical standards.